

Getting Started Guide



Asigra™ Televaulting™

Welcome...

This guide takes you through the steps you must perform before using the Asigra Televaulting service.

How to...

Step 1: Accessing Asigra Web Portal

1. Log in to your **Service Management Console**.
2. Click the **Asigra** link from the **My Services** section that appears on the right of the home page.

Step 2: DS-Client Management

1. From the **Asigra Televaulting Web Portal**, navigate to **DS-System Access > DS-Client Management**
2. Click **New**.
3. On the **VAR/Reseller** screen, choose **JAMCRACKER** for **Service Levels** and click **Next**.
4. From the **Select DS-System Page**, choose **Evaluation** as the DS-Client type.
5. In the next page, fill in your company address if the fields are not already pre-populated.
6. After you confirm the settings and click **Finish** on the next page, you will be provided with instructions to download and install the DS-Client program.
7. Download appropriate DS-Client and the installation guide for your platform.

Note: Please read through the installation guide to make sure that your system meets the minimum hardware and software requirements before installing the DS-Client.

Step 3: Provisioning Asigra to Additional Administrators (Optional)

Provisioning the Asigra service to additional users in your organization gives them access to the Asigra Web Portal from where they will be able to download the Asigra software and view various reports. This step is entirely optional.

1. Log in to the store using your administrator credentials.
2. Provision the service to the users by doing one of the following:
 - Click "Step 2: Assign Services to Your Employees" link from the SMC Quick Links section on the home page.
 - Browse to the My Company > Manage Subscriptions page.
3. Select Asigra Service from the list and click Provision Users.
4. Select the users you want to provision this service to.
5. Click Save & Next.

Additional Details...

The Asigra Televaulting DS-Client software runs as a background service on the machine that it was installed on. Only one DS-Client installation is required in the entire network.

You can configure the DS-Client to backup data from network shares. The DS-Client securely stores the backup at the Asigra DS-System at XiloCore.

The user interface application that is used to configure scheduled backup is **DS-User**. It is installed with the same installation program that you downloaded from the **Asigra Web Portal**.

Backing up Data

1. When the **DS-User** application is started for the first time the **New Backup Set Wizard** should start up.
2. The wizard allows you to schedule a backup or perform a one-time backup.

What do your Users Need?

Provisioning the Asigra service to other users in your **Service Management Console** only provides them access to the **Asigra Web Portal**.

If your users wish to backup data, use the **DS-User** interface to schedule backups from their PCs. Use the setup program that was downloaded and choose **Only DS-User** when you run the installer.

De-Provisioning a User

De-provisioning the Asigra service for a user will only remove access to the Asigra Web portal for that user. However, it does not de-activate your Asigra subscription. You will still be able to back up and restore data.

The Reseller Store administrator can de provision the user for a service by doing the following:

1. Log in to the store using your administrator credentials.
2. Browse to the My Company Account > Users page.
3. Click Manage Services against the user you want to de provision a service for.

The Manage Services page is displayed with a list of services available for the user.

4. Click the Deprovision icon in the Action column against the service that is to be de-provisioned for the user.

The service is now de-provisioned for the user.

Should you Have Any Questions?

If you have any questions about using the service or encounter any difficulty establishing your settings, you can get in touch with the Support Team by following the instructions on the **Need Help** section located on the home page.